Unit 3

Guaranteed Reservations

# Reading

Most hotel guests make reservations. The main types of reservations are guaranteed reservations and non-guaranteed reservations.

A guaranteed reservation assures the guest that the hotel will hold the room until the specific time of the day on the guest’s arrival date. This time may be check out time, the start of the hotel day, or any time the lodging company chooses. The guest, in turn, guarantees to pay for the room, even if the room is not used, unless the reservation is cancelled according to the hotel cancellation procedures. Guaranteed reservations protect the hotel’s revenue even in the case of no-show, a situation in which a guest makes a reservation, but does not register or cancel the reservation.

Guaranteed reservations may be of the following types:

* Prepayment guaranteed reservations. The hotel receives a payment in full before the guest arrives. This type is commonly used in *resort* hotels.
* Credit Card guaranteed reservation. A hotel receives payment for *no-show* from the credit card company: it willcharge the guest’s creditcard account for the amount of the room rate. Credit card guar-anteed reservations are customary in *commercial* hotels.
* Advance Deposit guaranteed reservations. The guest will pay the hotel a specified amount of money before arrival. The amount is large enough to cover one night’s room rate and room tax. The amount will be larger if the reservation is for more than one night stay. If a guest holding an advance deposit guaranteed reservation fails to register or cancel, the hotel may retain the deposit and cancel the reservation for the guest’s entire stay. This type of guaranteed reservation is common in *convention*

hotels.

In the case of non-guaranteed reservations the hotel agrees to hold a room for the guest until a stated reservation cancellation hour (usually 6 p.m.). If the guest does not arrive by the cancellation hour, the hotel is free to release the room, i.e., add the room to the list of other rooms available for sale. If the guest arrives after the cancellation hour, the hotel will accommodate the guest if a room is available.

# Essential vocabulary

* guarantee (verb) make certain that something will happen; promise that something will happen

*The $ 50 deposit guarantees* (*that*) *people return the boats after their hour has finished.*

guarantee (noun) a promise that something will be done or will happen *Can you give me a guarantee that the work will be completed on time?*

*I can’t give you any guarantees.*

guaranteed / non-guaranteed reservations

* advance happening, done or ready before an event advance payment / booking
* deposit a sum of money which you pay as the flirts part of the total payment for something

advance deposit

* check-out time
* reservation cancellation hour
* room rate the price a hotel charges for overnight accommodation
* tax (an amount of) money paid to the government, which is based on your income or on the cost of goods or services you have bought

room tax

* lodging company

lodging property (a building or area of land, or both together)

* revenue the income that a government or company receives regularly *Taxes provide most of the government’s revenue.*

*The government is trying to raise revenue without putting up taxes.*

to generate revenue the loss in revenue

# Comprehension check

1. Answer the following questions:
	1. What are the main types of reservations?
	2. What does a guaranteed reservation assure the guest?
	3. What is the guest obliged to do when they make a guaranteed reservation?
	4. What does the term \no-show" mean?
	5. How do guaranteed reservations protect the hotel’s revenue?
	6. What are the main types of guaranteed reservations? Describe each type.
	7. In what types of hotels are they used?
	8. What is the usual reservation cancellation hour?
2. Explain the meaning of the following terms.

No-show, lodging property, room tax, resort hotel, commercial hotel, convention hotel, guaranteed reservation, advance deposit, cancellation hour, check-out, revenue